EXHIBIT 20

Date/Time	Call Path Data	Hold Time	Total Interaction Time	Connected to a worker	Queue	Notes
2/9/2023 8:59	IVRPath:FSD Info	n/a	0:00:53	No	Call stayed in IVR	
2/9/2023 9:15	IVRPath:FSD Info	n/a	0:00:53	No	Call stayed in IVR	
2/9/2023 9:16	IVRPath:FSD Info	n/a	0:00:52	No	Call stayed in IVR	
2/9/2023 9:17	IVRPath:FSD Info	n/a	0:00:22	No	Call stayed in IVR	
2/9/2023 9:17	IVRPath:FSD Info,English,Food Stamps,Begin Authorization,SSN Entered, SSN Confirm Fail Path,Confirmed SSN,Ask for DOB,DOB Correct Format,Confirmed DOB ,Auth Success,Auth C2,SNAP Playback,SNAP PB 4,SNAP PB4 Open,Send To Queue,FSD Send to Queue Case 1,Open	0:00:20	0:04:16	No	Tier 1	
2/9/2023 11:47	IVRPath:FSD Info	n/a	0:00:53	No	Call stayed in IVR	
2/9/2023 11:49	IVRPath:FSD Info	n/a	0:00:53	No	Call stayed in IVR	
2/9/2023 11:50	IVRPath:FSD Info	n/a	0:00:52	No	Call stayed in IVR	
2/9/2023 11:51	IVRPath:FSD Info	n/a	0:00:52	No	Call stayed in IVR	
2/9/2023 11:52	IVRPath:FSD Info	n/a	0:00:52	No	Call stayed in IVR	
2/10/2023 8:27	IVRPath:FSD Info	n/a	0:00:53	No	Call stayed in IVR	
2/10/2023 10:48	IVRPath:FSD Info	n/a	0:00:40	No	Call stayed in IVR	
2/15/2023 17:26	IVRPath:FSD Info	n/a	0:00:05	No	Call stayed in IVR	
2/15/2023 17:29	IVRPath:FSD Info,English,Food Stamps,Begin Authorization	n/a	0:00:47	No	Call stayed in IVR	
12/1/2022 13:37	IVRPath:FSD Info,English,Adult Medicaid,Auth Success,Playback,Active Case,Valid Name,MHABD Non Premium,Send To Queue,FSD,Open	1:43:06	1:46:45	No	Tier 1	
12/1/2022 15:51	IVRPath:FSD Info,English,Adult Medicaid,Auth Success,Playback,Active Case,Valid Name,MHABD Non Premium,Send To Queue,FSD,Deflected	Deflected	0:03:59	No	Deflected	
12/2/2022 12:28	IVRPath:FSD Info	n/a	0:00:18	No	Call stayed in IVR	
12/2/2022 13:32	IVRPath:FSD Info,English,Adult Medicaid,Auth Success,Playback,Active Case,Valid Name,MHABD Non Premium, Send To Queue,FSD,Open	0:00:09	0:03:44	No	Tier 1	
12/2/2022 13:36	IVRPath:FSD Info,English,Adult Medicaid,Auth Success,Playback,Active Case,Valid Name,MHABD Non Premium,Send To Queue,FSD,Open	0:00:10	0:04:26	No	Tier 1	
12/2/2022 13:45	IVRPath:FSD Info,English,Adult Medicaid,Auth Failure,No Match,Apply for MAGI	n/a	0:26:00	Unknown	n/a	Call was transferred to Medicaid contractor. Unknown how much of the interaction time was hold music on their end and how much was an interaction with an agent
1/5/2022 18:04	IVRPath:FSD Info,English,Food Stamps,Auth Success,Playback	n/a	0:06:13	No	Call stayed in IVR	
1/20/2022 13:13	IVRPath:FSD Info,English,Food Stamps,Auth Failure,No Match,Paper Application,Send To Queue,FSD,Deflected	Deflected	0:04:04	No	Deflected	
12/21/2021 7:04	IVRPath:FSD Info,English,Energy Assistance,Food Stamps,Auth Failure,No Match,Apply for MAGI	n/a	0:04:19	No	Call stayed in IVR	
12/21/2021 7:09	IVRPath:FSD Info,English,Cash / Child Care,Auth Success,No Match,Paper Application,Send To Queue,FSD,Open	0:00:29	0:05:02	No	Tier 1	Call was transferred to Medicaid contractor. Unknown how much of the interaction time was hold music on their end and how much was an interaction with an agent
12/21/2021 7:29	IVRPath:FSD Info,English,Food Stamps,Auth Success,Playback,Send To Queue,FSD,Open	0:01:12	0:05:27	No	Tier 1	
12/21/2021 8:26	IVRPath:FSD Info,English,Food Stamps,Auth Success,Playback	n/a	0:03:53	No	Call stayed in IVR	
12/21/2021 8:44	IVRPath:FSD Info,English	n/a	0:00:24	No	Call stayed in IVR	

Date/Time	Talk Time	Queue	Notes
4/2/2020 7:24	0:01:15	Tier 1	
4/2/2020 7:28	0:06:05	n/a	Worker called client
5/14/2019 2:56	0:15:08	Tier 1	
3/29/2019 9:40	0:34:25	Tier 3	
3/25/2019 12:25	0:07:38	Tier 1	

Comment Info	Included in Call Logs?	Zoom or Genesys	Recording Saved?	Notes
1/5/2022 1249pm SCHU1UM	No	n/a	No	Not Recorded
1/29/21 4:19 HAWKVWR	No			Not Recorded
4/2/2020 725 REAVFXD	Yes	Zoom	Yes	
5/14/19 3pm BURNX3D	Yes	Zoom	Yes	
3/29/2019 10:15 SNOWCPS	Yes	Zoom	Yes	
3/25/2019 Supervisor Callback WIEDDGZ	No	n/a	No	Not Recorded
3/25/2019 1234 VENEJCJ	Yes	Zoom		